

2026–27

Residential Living Handbook

Community Standards of Conduct



THE OHIO STATE UNIVERSITY

OFFICE OF STUDENT LIFE
Housing and Residence Education

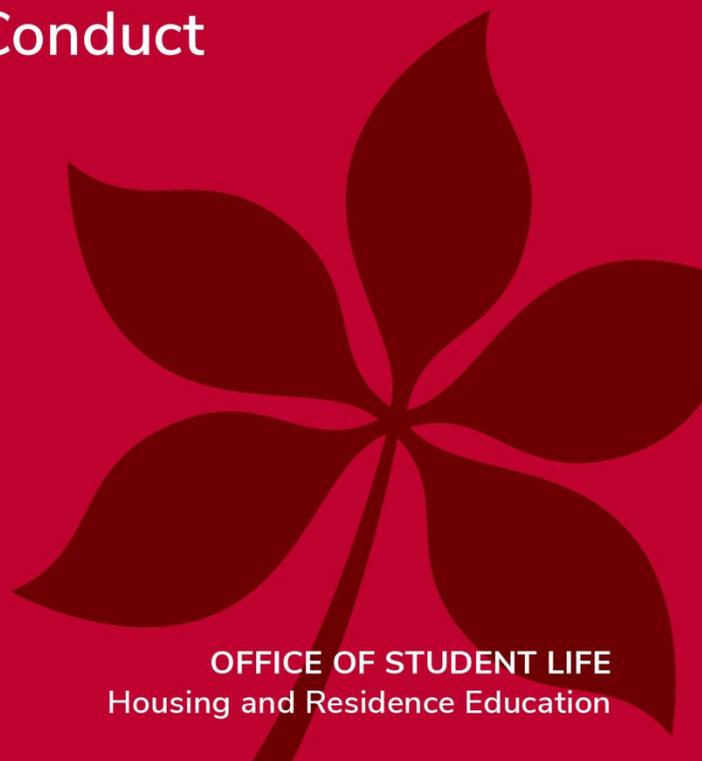


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COMMUNITY STANDARDS OF CONDUCT IN THE RESIDENCE HALLS

We want you to look back on your time in the residence halls with memories of success—good friends, good times and good grades. Ohio State and Housing and Residence Education have established guidelines to help students live together successfully. These rules and policies include Community Standards of Conduct, published here; Terms and Conditions and the Undergraduate, Graduate and Gateway Housing Addendums, published in their entirety on the [Housing website](#) and the [Code of Student Conduct](#), which applies to the conduct of all registered students and registered student organizations. For purposes of this document, residence halls include on-campus rooms, suites, apartments, Gateway and Master Lease locations.

HOW THE COMMUNITY STANDARDS OF CONDUCT ARE APPLIED

Housing and Residence Education staff members, as well as the various governing bodies within the university, rely on Community Standards of Conduct as a guide to help define acceptable behavior on issues related to university and resident property or resident behavior. Residents who violate policies may be held accountable for their behavior, up to and including termination of their contract or housing agreement in accordance with the notice and hearing procedures set forth in the Code of Student Conduct and/ or the Ohio Revised Code 5321.031, “Termination of Student Tenant Rental Agreements.” Once an alleged violation of policy is reported, the student(s) alleged to be involved are asked to meet with the Hall Director, Housing Coordinator (or Assistant Hall Director) to discuss the violation. During this meeting, the administrator may determine whether an individual intervention, community intervention, or judicial hearing is warranted.

Residence hall officials may refer cases involving suspected violations of these standards to Student Life Student Conduct.

RESIDENTS' RIGHTS

As members of the residential community, you have the right to expect the following:

- The ability to sleep, read and study, free from undue interference, unreasonable noise and other distractions.
- A clean-living environment.
- Freedom from harassment as defined in University Policies 1.10 and 1.15, so sufficiently severe, persistent, or pervasive such that it unreasonably interferes with, denies, or limits an individual's ability to participate in or benefit from the university's education and employment programs and activities.
- Assistance and support resources from housing staff.

RESIDENTS' RESPONSIBILITIES

As members of the residential community, you have the responsibility to:

- Help maintain an environment conducive to academic pursuit.
- Treat fellow residents and housing staff with respect, consideration and cooperation.
- Respect every resident's personal dignity and report incidents of racial or other discrimination or harassment to Housing and Residence Education staff.
- Understand and comply with all university and housing policies and regulations.
- Resolve personal and community issues in a calm and diplomatic manner.
- Take action by addressing any situation with a Housing and Residence Education staff member or a fellow resident (if you feel comfortable) when it interferes with your rights or the rights of others.
- Exercise an individual commitment to personal and community security.

Handbook Policies

1. DAMAGES AND LIABILITY

1.1 University Liability

- (a) The university acknowledges, and the resident is hereby made aware, that criminal activity, personal injury and theft occur, and the risk exists for such future occurrences on university premises, specifically within and around residence halls and adjacent dining facilities. Therefore, the resident agrees to assume responsibility for their own personal safety and security, as well as for their own personal belongings.
- (b) In order to reduce the financial burden of replacing personal belongings after such unexpected events, or accidental damage to the property of others, including university property, residents are strongly encouraged to obtain appropriate coverage, including renter's insurance. Ohio State does not endorse any specific insurance company and recommends that you consult with your current insurance provider regarding appropriate coverage options, including renter's insurance.
- (c) The university does not assume responsibility for any resident's, guest's or other person's loss of money or valuables, or for the loss of or damage to property due to natural and unnatural causes (i.e., flooding, fire, etc.), or injuries, personal or otherwise, sustained on or about the residence and adjacent dining facilities. As stated in the Housing Contract, the university encourages students to contact local insurance carriers concerning the availability of protecting against such losses.
- (d) Residents must pay charges for damages levied against them by Housing and Residence Education. Residents who do not pay charges may be subject to university disciplinary action.

1.2 Resident Liability

- (a) Upon arrival, each resident of an apartment or room should inspect the condition of items in the apartment/rooms/suite. A [service request](#) should be submitted within 7 days of moving in for any University property that is damaged and requires repair or replacement.
- (b) The student or staff member, to initiate repair or replace damaged objects, must complete service requests. Service requests may be submitted [online](#).
- (c) Maintenance and housekeeping staff members repair, replace, or adjust university equipment or property. Residents are not permitted to do so.
- (d) All residents of an apartment/room are held mutually liable for damages to the apartment/room once occupancy is established.
- (e) An individual resident of an apartment/room is solely liable for damages to the apartment/room when individual responsibility for the damages can be clearly established.
- (f) It is the resident's responsibility to complete a [service request](#) within one week of move-in, to notify staff of any needed repairs in the assigned apartment/room/suite. Rooms, apartments, or suites must be in the same condition upon resident departure as they are upon arrival.
- (g) Residents are responsible for locking their apartment/suite/room doors. Residents may be held accountable for loss of personal belongings or university property if their apartment/suite/room doors are not properly secured. Properly secured means the door is closed and locked.
- (h) Residents are held liable for damages to public and semipublic areas of the residence halls when individual or group responsibility for the damages can be clearly established. Residence hall elevators are considered part of the residence halls' public areas. Elevator tampering includes, but is not limited to, graffiti, pushing the emergency bell when there is no emergency, or purposely stopping the elevator by jumping or other means.
- (i) When individual or group responsibility for repeated or excessive damages to public areas of the residence halls cannot be established, all residents of the hall are held financially liable for those damages. This policy is in accordance with the Terms and Conditions of the Residence Halls Contract.
- (j) Residents who observe vandalism within and around University Housing and fail to report the vandalism to a Housing and Residence Education staff member may be held financially liable for the damages and subject to university disciplinary proceedings and/or criminal charges.
- (k) Residents may be charged for damages, including damage resulting from the resident's acts or omissions, whether accidental or not. The university encourages students to contact local insurance carriers concerning the availability of protection against damages, losses, costs, or other liability resulting from

- damage to personal property, property of other residents and/or university property.
- (l) Apartment residents are responsible for cleaning on a regular basis. To ensure health and well-being and to protect the condition of the apartment, residents should conduct routine cleaning, with special attention to food preparation areas, bathrooms and trash containers.

2. UNIVERSITY SERVICES, PROPERTY, APPLIANCES AND EQUIPMENT

University services, property, appliances and equipment are available to residents for their use while living on campus.

21 Keys/Keycards/Building Access Cards

University room, apartment and suite keys are issued to the assigned occupants of the rooms, apartments, or suites. Residents may not lend their keys to anyone. This includes both hard keys and electronic/BuckID key cards. Lost, missing, or stolen keys must be reported as soon as possible to residence hall staff. If a key should be lost, a temporary or permanent lock shall be placed on the door to ensure safety and security. (See section 15 of the Terms and Conditions of the Residence Halls Contract.)

- (a) It is a violation of state statutes and university regulations to duplicate keys or key cards to any residence hall/apartment or common area door. A lock change would need to happen and the expense assessed to the resident in violation of duplicating keys or key cards.
- (b) Residents are financially responsible for the cost of changing locks and producing keys to residence hall/apartment doors and mailboxes if applicable if they do not return their residence hall/apartment keys when they check out of a residence hall/apartment. Current lock changes rates can be found on the [BuckID website](#).
- (c) Residents who accidentally lock themselves out of their apartments/rooms may borrow a brass key or a temporary BuckID for a limited time by presenting their university identification at the residence hall hub front desk or the housing office.
- (d) Locks may NOT be changed or added without prior written permission of Housing and Residence Education. Locks and the appropriate keys must be left in place upon vacating the premises.
- (e) Temporary BuckID's are available at your building's hub front desk in case a resident loses their BuckID outside of the [normal hours of the BuckID office](#). Temporary BuckID's are active for a maximum of 72 hours. Residents must visit the BuckID office during this time to have their ID replaced. A resident will not be issued multiple temporary IDs for the same loss. As stated in the automated electronic confirmation email, failure to return the temporary ID within 72 hours to the front desk in which the card was issued will result in a \$30 fee.

22 University-Provided Room Furnishings and Appliances

- (a) Room, apartment, or suite furnishings provided by the university, other than beds, may be arranged in any reasonable manner that does not endanger resident safety, with the exception that any furnishing bolted to a wall or floor, which must remain in its original position. Beds must remain in the designated bedroom area.
- (b) Room, apartment, or suite furnishings provided by the university may not be transferred or interchanged among room, apartment, suite or public areas including beds. Residents may be billed for missing furnishings and for furniture that needs to be returned to its original set up. Residents will be required to return furniture to its original location upon request from the hall staff
- (c) All university-provided furniture must remain in the room/suite and in the same working condition upon departure as they were upon arrival.
- (d) All university-provided appliances (microwave/refrigerator, freezer, stove and dishwashers where applicable) must be in the same working condition upon departure as they were upon arrival.
- (e) Apartment furnishings provided by the university may not be used outdoors or stored in outdoor sheds.

23 Vending, Laundry and Game Equipment

Many residence halls are equipped with washers, dryers and vending machines and may include game equipment that is available for the exclusive convenience of residents. Washers and dryers in the residence halls are available at no charge. Laundry facilities are available only to those living in university housing. Please report inoperable machines or appliances by

submitting a [service request](#) .

- (a) Tampering with or maliciously damaging any machine, appliance, or game equipment is prohibited.

24 Windows and Doors

For reasons of safety and design, stops or seals on window screens and doors may not be loosened or removed. Residents will be assessed for the cost of window screens, stops, or seals that they damage or otherwise cause to be replaced. Nothing may hang or be thrown from a window. (Refer to 3.5 (i) for more information on windows)

25 Theft

Theft, or the unauthorized use or possession of university property, services, resources, or the property of others is a serious offense—one that will be investigated and may be punished to the full extent of university policy and federal, state and local laws and ordinances.

- (a) Theft of university services includes, but is not limited to, the unauthorized use of network access and BuckID accounts or services.
- (b) Residents may not use another's personal property without prior authorization, including, but not limited to, another's access to BuckID account.

3. PERSONAL PROPERTY, APPLIANCES, AIR PURIFIER AND EQUIPMENT

Residents may bring some personal property, appliances and equipment to campus for use in their apartments, rooms or suites, provided that such property, appliances and equipment do not endanger resident safety, restrict reasonable freedom of movement within shared living space and do not violate the policy guidelines outlined below. These policy guidelines were developed with consideration for resident needs and safety, as well as with consideration for the structural design of residence hall facilities.

31 Appliances

Residents may use some personal appliances within their rooms, apartments, or suites, provided the appliances and their power cords carry Underwriters' Laboratory approval and are in good condition. Power cords and appliances must be in good working order for the safety of all residents and facilities.

- (a) Residents may use the following appliances in their rooms, apartments or suites: clocks, stereos, televisions, fans, personal computers, lamps, rice cookers, and the university-provided combination microwave/ refrigerator/freezer*. (*this combination appliance is not provided at Mendoza House, Gateway, Neil, Worthington, Wooster/ATI apartments, Mansfield apartments and Newark apartments).
- (b) Residents, exercising reasonable caution, may use the following appliances in their apartments, rooms or suites: pod-style coffee makers, electric kettle if it does not produce steam, hot air popcorn poppers, irons and hair appliances.
 - If the appliance has a heating element, the element must be enclosed.
 - Appliances are to be used on a noncombustible surface (special pads can be purchased from local department stores) and never on bedding, upholstery, or wood surfaces.
- (c) Appliances should be attended to while in use and unplugged when not in use.
- (d) Residents may not use the following appliances in the residence halls: including but not limited to 3D printers, microwave ovens and refrigerators (other than the combination microwave/refrigerator/freezer) as well as toaster ovens, hot pots, electric skillets, hot plates, electric or gas grills, electric blankets, heating pads, space heaters, sun lamps, air conditioners, or any popcorn popper other than a hot air popcorn popper.
- (e) An extension outlet bar equipped with a circuit breaker is the recommended extension device. Cords should never be placed across aisles, wrapped around metal fixtures or furniture, or run through doorways or under carpet or bedding.
- (f) Residents may not use any extension cord on a permanent basis.
- (g) Octopus plugs or other multiple plugs are prohibited.
- (h) Holiday lights may not be connected to anything other than a wall socket or extension device with a circuit breaker. Holiday lights may not be stapled to walls or ceilings.
- (i) LED lights with removable adhesive foam backing are prohibited.

- (j) Residents living in the following facilities, and exercising reasonable caution, may use additional appliances in the kitchen areas of their living quarters:
237 E. 17th Avenue | Neil Building | Worthington Building | Mendoza House | Fechko House | Pomerene House | Hanley House | German House | Gateway Complex | Newark Apartments | Wooster/ATI Apartments | Mansfield Apartments | and Master Lease locations.
- (k) The following additional appliances may be used in the community kitchen only: self-contained fryers, electric skillets and toasters. *Students living in units with kitchens should consult with their hall director/housing coordinator for clarification of exceptions.
- (l) Hoverboards and similar lithium battery self-balancing personal transportation devices (such as electric scooters), are not permitted to be used or stored in any residence hall, including rooms, suites, hallways, or any public space.
- (m) Drones and micro drones are not permitted to be used in any residence hall, including rooms, suites, hallways, or any public space. Use of drones and similar Unmanned Aircraft Systems (UAS) on Ohio State property are subject to requirements found in Ohio State's UAS policy found at <http://go.osu.edu/uas-policy>. All flights must have prior university permission as per policy.

32 Discarding of Personal Property

- (a) Any items, including but not limited to personal property, left behind in the contracted residential space will be discarded if not claimed and retrieved by the resident. The university is not able or responsible to ship items left behind by residents or guests.
- (b) Residents who do not follow the approved check out process will have any remaining items discarded either immediately after vacating their room/suite/apartment or the contract termination date.
- (c) The Ohio State University is not liable for personal items left behind in public spaces. Personal items left behind in public spaces within the facility may be discarded. All personal items remaining in the laundry facilities that are not actively being laundered will be removed and discarded at 10 a.m. on Tuesdays.

33 Technology Usage

The Ohio State University, through Housing and Residence Education, provides network connection services in the residence halls and other university-owned housing facilities.

- (a) Use of this service is a privilege, and it is the responsibility of each user to utilize these services appropriately. By connecting a host/computer to ResNet, users are bound to and required to adhere to all aspects of [The Ohio State University Policy on Responsible Use of University Computing Resources](#) as well as any and all university, city, county, state and federal regulations.
- (b) Housing and Residence Education cooperates with the Office of Technology and Digital Innovation (OTDI) in the compliance of all federal and state laws; all university rules and policies; and all applicable contracts and licenses including, but not limited to, laws of libel, privacy, copyright and trademark. Included in such laws, rules, policies, contracts and licenses are piracy or copyright infringement, as in the case of illegal downloading of music, software, etc.
- (c) In addition, users of ResNet at Ohio State are required to adhere to the following terms of acceptable use. Any actions that are deemed a violation of these policies may result in a termination of services and/or monetary fine, and/or judicial or criminal sanctions.
- (d) Residents will refrain from abuse and excessive use of the finite resources and hosts connected to ResNet and the Ohio State network. Users will also refrain from abuse and excessive use of hosts and services outside of ResNet and Ohio State.
- (e) As the intent of ResNet is to provide residents with access to outside services, users will not attempt to run any unauthorized services.
- (f) Residents will not attempt to circumvent the ResNet firewall or any other established network services.
- (g) Residents will not modify or tamper with any ResNet network wiring, hardware or jacks.
- (h) Residents are responsible for all network traffic originating from their host.
- (i) Using electronic or other means to make or distribute a video, audio, or photographic record of any person in a location where there is a reasonable expectation of privacy without the person's prior knowledge, when such a recording is likely to cause injury, distress, or damage to reputation. This includes, but is not limited to, taking video, audio, or photographic records in showers, residence hall rooms and restrooms. The storing, sharing, and/or distributing of such unauthorized records by any means is also prohibited.
- (j) Residents may not bring or install satellite dishes in or on university and/or Housing and Residence Education property.

34 Bicycles

- (a) Bicycles or personal mobility devices (owned or otherwise) larger than a skateboard may be stored outdoors in one of the bicycle racks provided. In some halls, spaces called “Bike Rooms” are available for indoor bicycle storage. In halls without bike rooms, bikes are not permitted in the building. Bicycles or personal mobility devices larger than a skateboard may not be stored in individual rooms or suites or ever ridden in the building.
- (b) Motorcycles may not be stored in resident’s apartments, on sidewalks, on apartment patios or balconies or under pavilions. Excessive noise related to or emitted from motorcycles, including but not limited to stereos, engines, tires (e.g., “peeling out”) is prohibited

35 Apartment/Room Furnishings

Residents may add limited personal furnishings to their rooms or suites, provided that the furnishings neither restrict reasonable freedom of movement within shared living space nor endanger resident safety.

- (a) Lofts are prohibited. Students are prohibited from lofting their own beds or bringing a self-constructed bed loft. To request a bed to be bunked (if applicable), they must submit a [service request](#) . All bunked beds are required to have bed rails which can also be installed by Facilities Staff. Residence hall/apartment furniture must remain in the room/suite or apartment even if it is not used. Facilities cannot store unused furniture.
- (b) Residents may carpet their rooms/suites/apartments if they are not carpeted.
 - Carpet may not have foam backing, and carpet padding is not permitted.
 - Residents may not modify university property to accommodate carpet. They may not use double-sided or other tape, glue, adhesive, or nails in carpet installation.
 - Residents who install carpet must remove it before checkout and haul it away from campus.
 - Residents are assessed for damages caused by carpets and for any special housekeeping services made necessary by installation or removal.
- (c) Waterbeds, pools of water and water chairs are not permitted in residence halls/apartments.
- (d) In personalizing apartments, rooms or suites, residents may not rewire them or otherwise modify electrical outlets, switches, fixtures, or wall coverings.
- (e) Installing wall/ceiling-mounted electrical items (including, but not limited to, fans, lights, etc.), is prohibited. LED lights with foam backing are prohibited.
- (f) Residents may not move furniture from the public areas to their apartment, room or suite.
- (g) Residents may not remove university furniture or fixtures (including doors) from their rooms, suites or apartments.
- (h) Room painting and wallpapering are not permitted.
- (i) Windows must remain clear from obstruction and university window coverings need to be visible from the outside. Posting, hanging, or otherwise displaying signage, lighting or other materials in or around the residence hall windows or on university window coverings is not permitted.
- (j) All university-provided fixtures including showerheads must not be changed out.
- (k) Trampolines, exercise poles, hot tubs, stolen traffic signs, snow mobiles or ATVs are not permitted.
- (l)
- (m) Furniture used outdoors must be designed and intended for outdoor use only.

36 Animals in Residence

Residents may keep goldfish or nonhazardous tropical fish, but other types of pets are not permitted in the residence halls at any time. Remember to plan for your fish over break periods. Hazardous pet fish, such as piranhas, are not permitted. Aquariums must be unplugged before you leave. The temperature of the water will fluctuate, thus putting your fish at risk. Aquariums must be 20- gallon capacity or less.

- (a) Service, Assistance, Emotional Support or Therapy Animals in Ohio State University Facilities
 - The University has a general “no pets” policy in all its buildings. Pets are allowed on the grounds when leashed and under control. Service Animals are generally allowed to accompany their handlers in any building or public space where their handlers are permitted. Emotional Support and Visiting Therapy

animals may be allowed in specified areas of the University with advanced approval. All animals are the responsibility of their handlers and should be under their control (in proximity to the handler and responsive to commands, in harness, leashed or in a carrier). An animal's behavior is considered the responsibility of the handler; the animal will be held to the same basic standard of conduct as their handlers. If they are disruptive to university business or community behavioral expectations for educational, medical and residential environments handlers may be asked to correct the animal's behavior or remove it from the environment.

If you plan to live on campus and utilize a Service Animal or Assistance Animal you are encouraged to register with Student Life Disability Services with any accommodations associated with a disability. Please refer to the [Animal in Residence guidelines](#) for information on responsibilities for service and assistance animals.

37 **Exercise Equipment**

- (a) Hand weights, free weights or other weight lifting equipment under 10 pounds may be used in resident apartments, rooms or suites.
- (b) Other equipment can create safety, space, and facility concerns and is prohibited, including equipment that attaches to or may impact the structure of the space or facility as determined by Student Life Facilities staff.

38 **Diesel Equipped Vehicles (Wooster/ATI and Mansfield Campuses only)**

- (a) There is no priority parking for any vehicle, it is all first come, first served.
- (b) All vehicles must be parked with the front of the vehicle closest to the sidewalk to reduce the length of cord necessary.
- (c) If temperatures drop below 10 degrees Fahrenheit, vehicles can be plugged in for 2-4 hours prior to the students' departure time.
- (d) All extension cords must be reviewed by our safety office to ensure they are of adequate size to reduce the risk of fire prior to use. In addition, all cords must be UL Listed to comply with the requirements of University Housing. Any cord found placed into use without this listing or without prior inspection will be unplugged by Safety Staff. Cords must be exterior grade, UL grade and grounded (3 prong) on each end. Cords can be reviewed at the Ohio State Safety Office.
- (e) Extension cords cannot be combined to achieve the necessary length.
- (f) It is the responsibility of the student to unplug the vehicle prior to our contracted snow removal. The presence of the cords across sidewalks presents a danger while they are being cleared. Questions regarding when snow removal is anticipated can be directed to the Housing Office.
- (g) All cords must be covered with a shield to reduce the risk of trips. Lengths of shielding are available from the Ohio State Safety Office.
- (h) Cords must be plugged into an external outlet and cannot be run under doors or out windows.

4. RESIDENT PRIVACY AND BEHAVIOR

41 **Access to residence halls and apartments**

The university will strive to provide a safe and secure housing for residents while respecting the residents' rights to privacy, and every effort is made to ensure privacy in University Housing.

- (a) To ensure a safe and secure residential environment, all exterior residence hall doors are secured with a BuckID reader or key lock. Residents will have 24-hour access to the main residence hall doors of their hall/complex and may have limited access to auxiliary doors during the day. Terms and Conditions and Addendums published in its entirety on the Housing and Residence Education website and the [Code of Student Conduct](#).
- (b) A designated university official has the right to enter any part of the university premises, with or without notice, to perform reasonable custodial, maintenance and repair services, to recover university property, to inspect for damages or cleanliness, or in case of emergency. In University Housing, reasonable effort will be made to give a 24-hour notice before the service or inspection is performed. Please note that routine work and inspections occur during semester breaks.
- (c) A designated university official may enter and search university premises if there is reason to believe that

the premises are being used for an illegal purpose or a purpose that violates health or safety regulations or interferes with normal university operation. Evidence found in such a search might be confiscated and used in disciplinary proceedings.

- (d) In University Housing, the designated university official shall be a Housing Coordinator, Hall Director, Assistant Hall Director, or Assistant/Associate Director of Housing and Residence Education. When a Housing Coordinator, Hall Director, or Assistant Hall Director enters and searches any residence as provided for under this paragraph, reasonable efforts must be made to have present a resident of the room or apartment being searched. Law officials may enter, search and seize evidence in accordance with applicable law.

42 Alcohol

The legal drinking age in Ohio is 21. The university and Housing and Residence Education comply fully with all federal, state, and municipal regulations regarding the sale, possession and consumption of alcoholic beverages.

- (a) Residents and their guests may not possess alcohol, including empty containers, or consume alcohol in a manner inconsistent with either the policies of the university or those of Housing, including STEP approved chapter houses, or in violation of the Ohio Revised Code. Those found in violation must immediately dispose of the alcohol when requested to do so by housing staff or other university officials.
- (b) Residents 21 years of age and older may possess and consume legal beverages in private residence hall rooms and apartments (with the door closed) when such possession and consumption is consistent with the [Ohio Revised Code](#) and the [Code of Student Conduct](#).
- (c) Cans, bottles, cartons, and kegs may not be used as decorative items. In addition, those containers/items that promote the excessive and/or irresponsible use of alcohol (e.g., beer bong, funnels, etc.) are prohibited.
- (d) Individuals who bring alcoholic beverages into residence hall rooms and apartments must produce a driver's license or state identification card upon request as proof of eligibility to consume or possess alcohol. A university identification card is not acceptable for this purpose.
- (e) Students are not permitted to be in possession of any false identification or any identification card that does not belong to them.
- (f) Supplying alcohol to an underage person is illegal.
- (g) Open containers of alcohol and the consumption of alcohol in public areas such as corridors, lounges, study rooms and outdoors on University Housing property are prohibited.
- (h) Alcohol is prohibited at undergraduate group events within residence hall/apartment facilities.
- (i) Residents may not bring in or store kegs or similar containers that hold large amounts of alcohol in the residence halls or in their apartments, rooms or suites.
- (j) The misuse (underage drinking, drinking in unauthorized areas, etc.) and the abuse of alcohol (drinking to an extent such that one's behavior and judgment are impaired or results in disruption of others) are prohibited, regardless of where the alcohol was consumed. The effects of alcohol misuse and abuse include excessive noise, interpersonal conflict and vandalism. The individual who misuses or abuses alcohol not only negatively affects the community but also endangers the individual resident.
- (k) To avoid the misuse and abuse of alcohol, games requiring or involving the consumption of alcohol are prohibited in the residence halls/apartments.

43 Amnesty

- (a) At the university's discretion, amnesty may be extended to students who may be hesitant to report a code of student conduct violation to university officials because they fear that they themselves may be accused of minor policy violations, including but not limited to underage drinking, at the time of the incident. If a student is granted amnesty, an educational discussion or other informal resolution may be considered, but no university conduct proceedings under this code will result.
- (b) At the university's discretion, amnesty may also be extended on a case-by-case basis for minor policy violations when students request assistance for others in need, including the person receiving assistance. If a student is granted amnesty, an educational discussion or other informal resolution may be considered, but no university conduct proceedings under this code will result. In cases of academic misconduct, need does not include a student's inability to complete an assignment without assistance.

44 Drugs

The university and Housing and Residence Education comply fully with all federal, state and local regulations.

- (a) Use, production, distribution, sale, or possession of drugs or controlled substances in violation of federal, state, or municipal laws is prohibited by the university and is not permitted in the residence halls. This includes, but is not limited to, the misuse of prescription drugs.
- (b) Residents are responsible for reporting the use, production, manufacture, sale, distribution and/or possession of illegal substances within any area of the residence halls to residential hall staff.
- (c) In addition, the misuse of substances that present physical or psychological hazards to individuals is prohibited— including prescription drugs or over-the counter medications.

45 **Gambling**

In accordance with the [Ohio Revised Code](#) 2915.02 gambling in any form is not permitted within University Housing or on university premises. Such activities include, but are not limited to, football parlays, card games involving money, lotteries, betting, bookmaking, games of chance, schemes of chance and raffles in which a ticket must be purchased.

46 **Noise**

Residents must understand and abide by quiet and courtesy hours.

- (a) Quiet hours are times when noise from speakers, televisions, computers and conversations must not be clearly audible in apartments/rooms from areas such as hallways, adjoining apartments/rooms, or through open windows.
 - All residence halls observe quiet hours beginning at 9 p.m. Sunday through Thursday nights and at 1 a.m. Friday and Saturday nights. Quiet hours extend until 7 a.m. daily.
- (b) Courtesy hours are all other times. During courtesy hours, residents are expected to keep from unduly interfering with anyone else’s ability to sleep, read or study. Students who are asked to be quiet during courtesy hours are expected to do so.
- (c) The use of equipment—such as speakers, radios, amplifiers, sub-woofer speakers, video game equipment, car engines or musical instruments including car sound systems—in a manner that violates a standard of quiet conducive to study or sleep is not permitted.
- (d) Speakers or sound equipment may not be placed facing out of an open window.
- (e) Yelling between buildings or creating noise on sidewalks and or in parking lots is prohibited. Banging on or rattling pipes in the buildings or apartments is prohibited.
- (f) Beginning the day after the last day of classes, through the last day of exams, 24-hour quiet hours shall be in effect.

47 **Smoking and the Use of Tobacco Products**

- (a) Smoking and the use of tobacco are prohibited in or on all university owned, operated, or leased property including vehicles. Tobacco is defined as all tobacco-derived or containing products, including but not limited to, cigarettes (e.g., clove, bidis, kreteks), electronic cigarettes, vapes, cigars and cigarillos, hookah smoked products, pipes and oral tobacco (e.g., spit and spitless, smokeless, chew, snuff) and nasal tobacco (e.g. snus). It also includes any product intended to mimic tobacco products, contain tobacco flavoring, or deliver nicotine other than for the purpose of cessation.
- (b) Smoking, vaping and the use of tobacco is not permitted in the residence halls and apartments. This includes, but is not limited to, the following: student rooms, residential windows, hallways, vestibules or propping open exterior doors, doorways, reception areas, lobbies, lounges, restrooms, stairwells, loading docks, trash rooms, or computer areas.

48 **Dining Services**

Dining Services has a strong commitment to providing a pleasant environment in all dining operations.

- (a) Initiating or participating in throwing food, drinks, or eating utensils is prohibited.
- (b) No dining equipment, including, not limited to serving/eating utensils and dishes, may be carried out of the dining commons area.
- (c) Food items, other than those permitted and advertised as such in the dining commons, may not be carried out.
- (d) BuckIDs are not to be shared for food services. A traditional meal plan is purchased for one user, and access or attempt to access a dining hall with a BuckID by anyone other than the BuckID account holder is not

permitted and may be referred to Office of Student Life Student Conduct, OSU Police Division and/or the appropriate office for further review.

4.9 Public Spaces

Public spaces are provided to meet academic and social needs. Sleeping is not permitted in public residence hall/dining spaces and where applicable apartment patios and/or balconies.

4.10 Care of Facilities

Residents are expected to care for public and private spaces. This includes: disposing of trash in the receptacles provided; cleaning any spills/messes; using furniture in the intended manner, lounge furniture cannot be removed; and using the restroom facilities for their intended use.

- (a) Restrooms that are determined to be multi-occupancy (i.e. restroom, locker room, changing room or shower room that is accessible to multiple individuals at the same time) have posted signage identifying the restroom as male or female biological sex. Restrooms that are designed to be single-occupancy restrooms may or may not have a biological sex. Restrooms that are single-occupancy facilities may be used by individuals of either sex unless they have posted signage identifying the restroom as male or female biological sex.
- (b) Students in the following communities must dispose of their trash and recycling in the appropriate outside containers: Archer House, Hall Complex (Neil Building, Worthington Building, Scholars East, Scholars West, Fechko House, German House, Hanley House, and Pomerene House), Gateway, Mendoza House, Morrill Tower, Norton House, Park-Stradley Hall, Residence on 10th, Siebert Hall, and Smith-Steeb Hall.
- (c) Students in Blackburn House, Bowen House, Busch House, Drackett Tower, Halloran House, Haverfield House, Houston House, Nosker House, Raney House, Scott House, and Torres House, must dispose of their trash and recycling in the first-floor trash room.
- (d) Residents must properly dispose of all room or apartment trash, including all recyclables, in university-provided dumpsters located outside the apartments. To avoid attracting insects and creating unpleasant odors, residents are expected to routinely remove trash to dumpsters. Trash may not be left on porches, balconies, patios and parking lots or stairwells. Residents found to be improperly disposing of trash may be charged for its cleanup and removal. Excessive trash kept within rooms or apartments may lead to removal and cleanup charges.
- (e) Residents are prohibited from placing or throwing trash on top of the trash compactor.

5. GUESTS AND VISITATION

With appropriate consideration for safety and security issues, and consistent with the following visitation guidelines, residents may welcome guests into their halls, rooms, or suites. In doing so, however, residents assume responsibility and may be held accountable for their guests' behavior. All guests must wait in the lobby area for their host and may not be unescorted in the building at any time. Residents must also advise guests of these guidelines.

5.1 Guest Behavior

- (a) Guests must use restrooms according to posted biological sex designations. Restrooms that are determined to be multi-occupancy (i.e. restroom, locker room, changing room, or shower room that is accessible to multiple individuals at the same time) have posted signage identifying the restroom as male or female biological sex. Restrooms that designed to be single-occupancy restrooms may or may not have a biological sex designation. Restrooms that are designed to be single-occupancy restrooms may or may not have a biological designation. Restrooms that are single-occupancy facilities may be used by individuals of either sex unless they have posted signage identifying the restroom as male or female biological sex.
- (b) Guests must not infringe on the rights of roommates or other residents.
- (c) All guests must have resident escorts.
- (d) Guests may not use a resident's key or ID for any reason. A resident may be held responsible for knowingly permitting a guest to use their ID or keycard and for any consequences arising from such use.

- (e) Guests are strongly encouraged to carry a valid state ID on their person at all times. Failure to produce a valid ID may result in their removal from the residence hall.

5.2 Guest Safety and Security

Hosts are responsible for their guests' behavior, and guests must behave in a manner consistent with Community Standards of Conduct, including, but not limited to, the following:

- (a) Hosts are responsible for ensuring that guests are aware of fire evacuation and safety procedures in the event of emergency.
- (b) Hosts must adhere to all specified host, escort and guest registration guidelines for their apartments. Failure to comply with any of these guidelines may result in revocation of a guest's access to apartment buildings, police intervention and/or disciplinary action.

5.3 Overnight Guests

With the consent of all roommates, and consistent with the following overnight and visitation policies, residents may welcome occasional overnight guests in their rooms/apartments.

- (a) Guests may stay overnight a maximum of three nights during any seven-day period without prior authorization from the Housing Coordinator, Hall Director or Assistant Hall Director or designee.
- (b) Guests may occupy housing beds only with the permission of the resident to whom the bed is assigned.
- (c) Guests may not sleep in lounges or on lounge furnishings, in lobby areas or in other public spaces.

5.4 Visitation Guidelines

All residents may declare their apartment, room or suite off limits for visitation during certain days or hours by using the roommate agreement process. At all other times, with the permission of all roommates, residents may invite guests into their apartments, rooms or suites.

6. SALES AND SOLICITATION

To protect resident privacy and to ensure adherence to university policies, canvassing or solicitation of funds, sales, memberships, subscriptions, or distribution of literature in Housing and Residence Education and Dining Services operations is prohibited unless permission is first granted in writing by Housing and Residence Education, 950 Lincoln Tower 1800 Cannon Drive, 614-292-8266. University and residence hall/apartment groups are responsible for obtaining appropriate permission for any canvassing, sales, or solicitation activities they wish to initiate in the residence halls/apartments or dining commons. This includes:

- (a) All residence hall student publications (for example, hall government newsletters) may be distributed only within their respective halls or complexes.
- (b) Signs may not be posted on residence halls/apartment or dining commons exterior doors, walls, or in any other unauthorized areas.
- (c) An individual or group may not act as a vendor or sales agent or set up or operate a business enterprise of any kind in university residence halls or dining commons, except as authorized in writing by Housing and Residence Education.
- (d) Telephone solicitation is prohibited.
- (e) All door-to-door sales or solicitations are prohibited. Residents who order goods or services, in addition to food, must accept delivery in their residence hall lobby or exterior of the residence hall facility.
- (f) Food delivered to a residence hall/apartment must first be ordered by a resident.

7. SAFETY

71 911 Emergency Telephone Network

Dialing 911 or the use of an emergency phone in a non-emergency situation is prohibited by the university and by law. Ohio State University Police may be contacted in a non-emergency by dialing (614) 292-2121. Use 911 when immediate assistance is required for life threatening or other emergencies, including medical emergencies, fires or issues requiring immediate support from fire or police personnel.

72 Firearms and Weapons

- (a) In alignment with the Code of Student Conduct, possession and/or use of any type of firearm or other dangerous weapon or device is not permitted. Except as provided by the Code of Student Conduct, this includes areas in or around University Housing. This prohibition includes, but is not limited to, guns, chemical and dry ice bombs, explosives, bows and arrows, darts, fireworks, knives, paint guns, BB guns, pellet guns, air-soft guns, Tasers/stun-guns, nightsticks, sling shots and martial arts equipment. This prohibition includes persons in possession of a concealed firearms permit.
- (b) The use and/or possession of fireworks, including novelty items, smoke bombs or explosive devices of any type, is not permitted in or around University Housing and is prohibited by the Ohio Revised Code.
- (c) Residents must report the unlawful possession, use, or storage of firearms, weapons, or explosives to Housing and Residence Education staff.
- (d) Use or misuse of weapons, devices, or substances in a manner that causes or threatens serious harm to the safety or security of others is prohibited.

73 Fire Prevention

Each residence hall/apartment adheres to the specific regulations concerning fire prevention and safety that are mandated by the Ohio Fire Code. Violations of these regulations are violations of state law and are prohibited.

- (a) Residents, in addition to Ohio Fire Code stipulations, are prohibited from the use of halogen bulbs and incense.
- (b) Setting fires inside or outside University Housing is prohibited and is punishable under the Ohio Fire Code. This includes, but is not limited to, igniting bulletin boards, wall coverings, trash containers and door decorations. The police will be involved in investigating all fire incidents.
- (c) Pulling a fire alarm or falsely reporting an emergency to the police or fire department is prohibited and is punishable under the Ohio Fire Code.
 - Residents of a room, apartment or suite may be charged for unnecessary fire safety visits when it is determined that the smoke detector in an individual room was intentionally or negligently activated.
 - The unauthorized use, tampering, or damage to emergency or safety equipment, including, but not limited to, smoke detectors, fire extinguishers, building fire hose connections and sprinkler systems is prohibited and is punishable under the Ohio Fire Code.
- (d) Obstructing or disobeying emergency evacuation procedures or drills is prohibited and is punishable under the Ohio Fire Code. If the fire alarm bells are ringing in a building, residents must evacuate the building.
- (e) The Department of Public Safety Fire Prevention prohibits the use of non-university charcoal grills on campus. Propane grills may be used only when beyond 25 feet from any building and/or window. Propane tanks must be stored in accordance with the Ohio Fire Code.
- (f) Using items such as candles, wax/candle/oil warmers, incense, torches, or any item with an open flame, which, by nature of their use, may be left unattended, poses a fire hazard and therefore is not permitted in residence halls/apartments, whether indoors or outdoors. This includes smoking, and the use of tobacco, as defined and prohibited in section 4.7, and vaping.

74 Fire Pit Policy (Wooster/ATI Campus Only)

- (a) The Wooster/ATI Housing Office and The Ohio State University Police Department must be notified at least one hour prior to starting a fire in a fire pit. Wooster/ATI staff and University Police will advise and/or provide any special instructions. Permission may be refused at the discretion of the Wooster/ATI housing

- coordinator and/or University Police, including when conditions are particularly dry and/or windy.
- (b) The purpose of the fire shall be for cooking food only.
- (c) Only seasoned firewood may be used for fuel. No flammable liquids, such as gasoline or kerosene, may be used to start the fire. Only kindling, paper and a small amount of lighter fluid may be used.
- (d) The fire shall not exceed three feet in diameter at the base and not exceed a maximum flame height of three feet.
- (e) One person oversees the fire for the entire time. That person will remain with the fire until it is extinguished.
- (f) A bucket of water must be kept by the fire when the burn pit is in use so that there is water available should something catch fire that is not meant to be burned.
- (g) If the fire creates a nuisance due to excessive smoke or any other reason, it must be extinguished immediately.
- (h) After a fire, water should be poured over the fire and stirred into the embers to make sure the fire is completely out before the person in charge of it leaves.
- (i) If there is a fire emergency, call 911 immediately.

75 Identification

Resident identity is established by the university photo identification card (BuckID). For safety reasons, residents must identify themselves and produce a university identification card when it is requested by Housing and Residence Education staff or by other university officials. Failure to produce identification when requested may result in removal from housing facilities and/or police intervention. University identification cards may not be borrowed or loaned.

76 Personal Safety

Behavior that endangers personal safety within the residence halls/apartments is not permitted.

- (a) Objects such as, but not limited to, firecrackers, Frisbees, balls, water hoses and containers of water are not to be discharged or thrown in the hallways, in student apartments, in public areas, in parking lots, or from windows. Water or shaving cream fights, as well as any sports in hallways, including in-line skating, skateboarding, use of a hoverboard or other similar lithium battery powered self-balancing personal device, or similar behavior that endangers resident safety or university property is not permitted in the residence halls.
- (b) Fire code limits to no more than 20% aggregate of residence hall room walls be covered with combustible materials such as bulletin boards, posters and paper attached directly to the wall. Bed canopies, nets, or room dividers are also not permitted.
- (c) Paper, fishnets, parachutes, flags, drapes, tapestries, or other combustible items must not be hung from or attached to apartment, room or suite ceilings; they constitute a fire hazard. Items may not be hung from sprinkler heads, no matter how light they are. Hanging items and inserting devices into sprinklers may break or interfere with the mechanism or set off the sprinkler.
- (d) Storage and use of hazardous chemicals and materials are strictly prohibited other than common household cleaning materials in consumer quantities. Other exceptions, such as therapeutic drugs and medical gases, may apply and must be approved through the Office of Student Life Risk and Emergency Management.
- (e) Collecting and storing paper for recycling is prohibited in the residence hall/apartment, unless it is in accordance with the university's recycling program.
- (f) Using doors with security alarms is prohibited except during emergency evacuations. Because they prevent the spread of smoke and fire, fire doors or locked doors may never be propped open.
- (g) Residents are not allowed in unauthorized areas within the residence hall or adjacent dining facilities. Such areas include, but are not limited to, any place that is officially closed, any place restricted to designated persons only, or any place where the safety and welfare of the residents could be endangered.
- (h) Residents should visit the following website providing helpful information on [elevator safety](#).
- (i) In the rare instance where a personal item falls into an elevator shaft, residents or guests should never attempt to recover the item. Incidents should be reported to Service 2 Facilities at 614-292-4357. Items may only be recovered by Service 2 Facilities during their normal business hours (M-F, 6 a.m.- 4 p.m.). A service fee of \$85 will be charged to the student's account. Temporary Buck ID and room keys are available for residents in the interim. Where a resident cannot wait until the next business day for the item (i.e., there is a demonstrated, immediate need for the item as determined by Housing and Residence Education) a specialized

contractor must be called in to recover the item. There is a \$542 fee for this call, which will be charged to the student's account. Please note items are often damaged and occasionally unable to be located and recovered. The call-in fee is charged regardless of the recovery and/or status of the item.

77 Traffic Safety

Traffic and parking on university grounds are regulated by university rules, regulations and state laws that are enforced by University Police.

- (a) All persons, vehicles—especially bicycles—and pedestrians must follow all posted traffic signs. Residents and nonresidents are discouraged from traveling in circuitous fashion on campus roads and parking lots. Repeated offenders can and will be cited with cruising and disallowed from parking privileges. Cruising and/or circuitous traveling is defined by two or more passes through campus housing in any given hour.
- (b) Nonresidents who fail to comply with any traffic and parking regulations may be disallowed from further visits to University Housing.
- (c) Driving on unpaved areas, service roads, or areas designated for foot traffic (such as sidewalks) is prohibited.
- (d) Other prohibited behaviors include, but are not limited to, burning, or spinning out tires and reckless operation of a vehicle.

78 Self-Care

Residents must engage in self-care, including appropriate personal hygiene and management of medical conditions, so as not to unduly compromise the health and safety of the residence hall community. Residents who are unable to engage in self-care without assistance should collaborate with the appropriate office including Disability Services, Counseling and Consultation Service or the Student Health Services.

7.9 Mold Prevention, Housekeeping, and Resident Responsibilities

Mold is a naturally occurring organism present in the environment. Certain types of mold may pose health and safety risks when allowed to grow indoors as a result of moisture, inadequate ventilation, or unsanitary conditions. All university-owned residence halls, apartments, and housing units are required to comply with applicable sanitation, disease prevention, and safety requirements established by local, state, and federal authorities. Violations of these requirements constitute a risk to occupant health and safety and are strictly prohibited.

- (a) Reporting requirements- residents shall immediately report any water leaks or flooding, persistent moisture or condensation, musty odors, suspected or visible mold or fungal growth by contacting Service to Facilities at 614-292-4357. Residents shall not delay reporting, conceal conditions, or attempt repairs beyond routine cleaning of small, non-porous surfaces.
- (b) Housekeeping and Cleaning responsibilities- areas containing sinks, toilets, showers and other plumbing fixtures routinely contain moisture and require proper and routine cleaning to prevent mold or fungal growth. The University is responsible for cleaning all public restrooms and shower facilities accessible to multiple residents. Residents are solely responsible for the routine cleaning and housekeeping of all assigned private or semi-private spaces, including but not limited to: private or suite style sinks, toilets, and showers, bedrooms, living areas, closets, common areas located within the resident's assigned private or suite-style space. Failure to properly and routinely clean assigned spaces in a manner that results in unsanitary conditions, moisture accumulation, or suspected fungal growth is strictly prohibited.
- (c) Ventilation and Moisture Control- residents must take reasonable measures to control moisture and promote airflow, including: frying wet or damp materials promptly, using ventilation provided during and after bathing, maintaining clear air supply and return vents, avoiding conditions that promote condensation or stagnant air.
- (d) Prohibited actions- students shall not: allow wet or damp materials to remain in living spaces, block or alter ventilation systems, operate air conditioning systems while windows are open, use unauthorized appliances or equipment that increase moisture levels.
- (e) Compliance and Enforcement- no resident who wishes to remain in university housing may opt out of their responsibility to maintain assigned living spaces in a clean and sanitary condition. Failure to comply may result in charges for cleaning, testing, or mold remediation, damage assessments, administrative action, up to and including removal from university housing at resident's expense. If you have a concern about something in your

space, please submit a Service2Facilities request immediately.

8. MOVE-IN, MOVE-OUT AND BREAK PERIODS

- (a) The resident can move their belongings into their residence hall/apartment on scheduled move-in day(s).
- (b) At the end of each semester, the resident should vacate the residence hall within 24 hours after their last exam. If the resident cannot vacate the residence hall, they must obtain prior permission from the Housing and Residence Education Office (614-292-8266) to remain later.
- (c) Graduating seniors are permitted to stay in the residence halls/apartment until graduation day.
- (d) During break periods, residents in non-academic-year housing are not permitted access to the residence halls, per the Terms and Conditions of their contract.
- (e) During break periods, the room/apartment temperature must be maintained at 65 degrees to avoid pipe damage and all windows must remain closed.

9. MAIL AND PACKAGES

9.1 General Information

- (a) Mail and Packages must include the resident's First and Last Name, Building and Room Number
- (b) Mail and packages incorrectly addressed may be returned.
- (c) The University is not liable for stolen, lost or incorrectly delivered mail and packages.
- (d) Only the recipient of the package may pick up the package from a Residence Hall Front Desk or Package Center

9.2 Carriers and Food

- (a) Paper mail, must be delivered by the U.S. Postal Service or by the university's campus mail service. Delivery by any other method, or the delivery of any other materials, is prohibited.
- (b) Residence Hall Front Desks and Package Centers will only accept packages that arrive through contracted carriers including USPS, UPS, FedEx, FedEx Ground, DHL, Amazon Delivery and OnTrac or arrives properly addressed (refer to 9.1a).
- (c) Residence Hall Front Desks and Package Centers will not accept food deliveries, store to door or any item not properly addressed (refer to 9.1a)
 - Food and other deliveries may be left in designated areas typically located in vestibules or outside of Residence Halls
 - Housing and Residence Education may dispose of items not picked up within 12 hours.
 - Housing and Residence Education is not responsible for items that are missing, opened, and/or consumed.

9.3 Perishables and Medication

- (a) Perishable packages logged at a Residence Hall Front Desk or Package Center must be picked up within 24 hours.
- (b) Perishable packages not picked up within 24 hours may be discarded. Any item that appears to be damaged, leaking, or spoiled may be discarded within 24 hours.
- (c) If you need to ship medication including medication that needs to be refrigerated, it is strongly recommended contacting a local or on campus pharmacy to receive and store the items, as the Residence Hall Front Desks and Package Centers are not open 24 hours a day, deliveries may be delayed in being processed, and there is limited refrigerated space available.

9.4 Returns

- (a) All non-perishable packages logged at a Residence Hall Front Desk or Package Center must be picked up within 1 week of the email notification being sent.
- (b) Packages not picked up within 1 week may be returned.
- (c) Exceptions may be granted by Housing and Residence Education.
- (d) Residence Hall Front Desks and Package Centers will not mail packages or accept return packages for residents.
- (e) Packages unable to be returned to sender will be considered abandoned property after 30 days from date of receipt and discarded.

9.5 Additional Package Information

- (a) Residence Hall Front Desks and Package Centers will not sign for any mail/packages that require a 21+ signature. Students will need to arrange to pick these items up directly from the courier. It may be, that on occasion, such packages will be returned to the sender.
- (b) Packages shipped to the residence halls marked as containing hazardous materials or which contain prohibited items may be returned to sender. Please refer to the Residential Living Handbook (section 3.1) regarding prohibited items.
- (c) Residents must meet directly with a carrier for any deliveries that require a passcode. Residence Hall Front Desks and Package Centers will not accept delivery passcodes from residents.

Statehouse Addendum

Front Desk:

Statehouse properties have a desk within each residential community. Statehouse Lane's office is located at 150 W Lane Ave. The office hours for this desk are Mon-Fri from 10am-6pm and Saturday from 10am-5pm. The office number is 614-486-4000.

The Statehouse Norwich desk is located at 250 Norwich Ave. The office hours are Mon-Fri from 4pm-6pm. The office phone number is 614-486-4000.

During the respective office hours, each desk can process mail, handle key concerns, and provide customer service to residents.

Lost Key Fees

Residents are responsible for paying charges if they lose their apartment key fob or their brass bedroom key. There is a \$75 charge for key fobs and a \$75 charge for brass bedroom keys. If keys are lost within the elevator shaft, fees will be determined by the service provider.

Mailboxes and Packages

Statehouse Lane has package pickup available at the front desk from 10am-6pm Mon-Fri and 10am-5pm on Saturday.

Statehouse Norwich has package pickup Mon-Fri from 4pm-6pm. If there is a time sensitive package, please call the Lane front desk to request additional package assistance.

Paper mail is available anytime utilizing the designated mailboxes located on the first floor of each building.

It is the responsibility of the resident to know when their package is to arrive and to have the correct mailing address provided to their courier. The University is not liable for stolen, lost, or incorrectly delivered mail.

Trash

All trash is to be bagged, in trash bags not exceeding 12 gallons. Trash should be placed in the trash room for each building. The trash rooms are located in the garage on the far left corner of the property. Each trash room has a compactor which should be used to consolidate trash within the room.

Furniture, appliances, and combustibles are not to be disposed of within the compactor.

Maintenance Requests

For any maintenance or facility related concerns, please submit a [work order](#) through your residential portal through Statehouse. For a maintenance emergency please call 614-486-4000 to be connected with a member of the facility team.

After-Hours Services

For any emergency calls including a facility concern, lockout, or emergency calls please call 614-486-4000. You will be prompted to select the service you need which will connect you with the appropriate staff member.

Lockouts

If you have locked your keys inside your space, please go to the front desk during business hours for assistance. If you are locked out of your space after 7pm, please call 614-486-4000. You will be prompted to select lock out and then you will be connected with the RA on call.